

Business Controls Manager

Location: Leopardstown, Dublin 18

Job Purpose

The Business Controls Manager (1st Line of Defence and Non Financial risk) will be responsible for supporting the first-line functions and pre-approved control function (PCF) holders to implement and comply with the company's risk and compliance frameworks. In particular, he/she will be responsible for guiding and supporting functions across the business in adhering to the policies and frameworks for outsourcing, operational resilience, management of operational/compliance incidents, and reporting to Group/Head office functions (where applicable).

This position will report to the Head of Business Control.

Responsibilities will include but are not limited to:

- Support the 1st line functions and PCF holders in the implementation of LPINS Operational Risk Management framework, which includes:
 - Guide functions on the performance of 'Risk & Control Self Assessments' (RCSAs), including sample testing of controls/mitigants;
 - Guide departments on the identification of critical assets within their departments and performance of business impact assessments;
 - Support functions in the performance of customer due diligence (via group tools)
 - Support functions with the reporting of issues (operational risk incidents and/or compliance incidents) via group tools, including challenging the quality of the content (e.g. timeliness of reporting, description of the incident, root cause, appropriate responses, and onward reporting to relevant committees)
 - Support, advise, and train the 1st line functions/PCF holders (as required) to raise awareness and ensure applicable group policies, procedures, methodology, and processes are implemented locally, including assisting with inputs to local committees (where necessary)
- Support the Head of Business Control in collating and reporting any required reports/KPIs/KRIs to the Central LOD1 Non Financial Risk (NFR) & Compliance team, and LPINS committees
- Provide training and support for Group & Local NFR IT tools used to manage these frameworks, in coordination with the 2nd line Risk and Compliance functions
- Support and guide 1st line functions/PCF holders in implementing LPINS' outsourcing policy, which includes:
 - Ongoing maintenance of the outsourcing Register and providing input to the outsourcing oversight report (twice per annum)
 - Guiding functions/PCFs on the due diligence process for new suppliers

- Oversee and execute Outsourcing risk assessments
- Guide functions in developing their outsourcing exit strategies, ensuring quality and consistency. Perform periodic testing of the exit strategies
- Gather evidence from outsourced service providers on business continuity and their plans to respond to business disruptions
- Support the Head of Business Control in updating and maintaining the Outsourcing Policy, including alignment with Group policies and procedures
- Implementation of LPINS operational resilience framework, which includes:
 - Support and guide owners of important business services (IBS) to implement appropriate oversight and action plans to address gaps (where necessary)
 - Assisting functions to update business process maps for their IBSs
 - Providing input and preparing reports for relevant committees

Knowledge & Skills

Knowledge

- At least 5+ years' experience working in financial services, with specific exposure to risk management, outsourcing, and regulation
- Experience with implementation and oversight of policies and procedures
- Experience of working both cross-functional and across hierarchies of an organization
- Experience with insurance products, processes, and insurance regulation would be desirable
- Minimum third-level degree, preferably in Business, Law, or Finance disciplines
- Professional insurance qualification would be desirable

Skills

- Self-propelling individual, with strong communication skills and ability to influence colleagues
- Excellent writing skills including presentations and reports
- Ability to co-ordinate and manage multiple initiatives simultaneously
- Ability to challenge the status quo to achieve results
- Ability to work well in a team environment and across functions
- Able to demonstrate integrity, strategic vision and commercial acumen
- Strong planning and organisational skills, with ability to manage deadlines
- Experience of building and maintaining relationships both internally and externally
- Ability to communicate with teams at all levels and explain information to a varied audience
- Ability to make decisions, act with integrity

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